

OFFICE OF THE STATE LONG-TERM CARE OMBUDSMAN

IOWA DEPARTMENT ON AGING

866-236-1430

<http://www.aging.iowa.gov>

WHAT IS THE LONG-TERM CARE OMBUDSMAN PROGRAM?

- Long-Term Care Ombudsmen are advocates for residents of nursing homes, residential care facilities, assisted living facilities and elder group homes.
- They work to resolve problems of individual residents and to bring about changes at the local, state and national levels to improve care.
- All services provided by this office are confidential and free of charge.
- Callers may remain anonymous.

WHY MIGHT YOU CALL YOUR LOCAL OMBUDSMAN?

- To get information and assistance about a certain topic such as how to choose a long-term care facility, discharge planning or daily life in a facility.
- To learn more about the rights of people living in a long-term care setting.
- To clarify state or federal regulations and facility policies.
- To ask for assistance resolving a concern.
- To ask someone to investigate your complaints and work to resolve those complaints to the satisfaction of the resident.
- To get assistance with the involuntary discharge process.
- To learn about resources available.
- To request a speaker.

KNOW YOUR RIGHTS!

People who live in a long-term care facility should be aware that they are entitled to many rights. They include, but are not limited to the Right to:

- Be treated with dignity and respect at all times.
- Privacy and confidentiality.
- Participate in the care planning process.
- Make decisions about treatment plans and alternatives.
- Decide how to be live, including when to go to bed, when to get up and what to eat.
- Be free from discrimination of any kind.
- Retain personal belongings.
- Security of personal possessions.
- Pursue individual interests.
- Complain or express grievances without fear of reprisal.
- Be fully informed about services and costs.
- Be free from restraints, abuse and neglect.

WHO CAN CALL THE OMBUDSMAN?

- Any person living in a long-term care facility, including nursing homes, assisted living, residential care facilities or elder group homes.
- A family member.
- A friend or visitor.
- A staff member.